C.A.R.E. Update

usbank
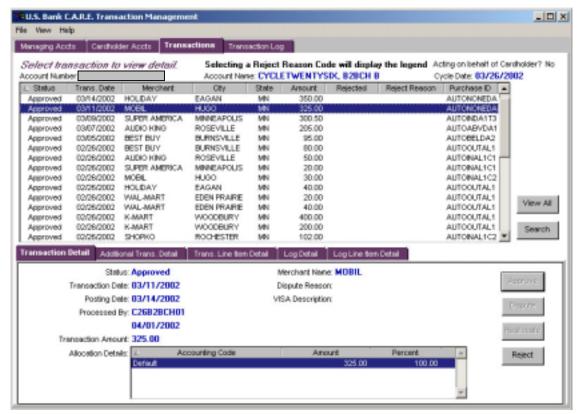*Five Star Service Guaranteed*

Government Services

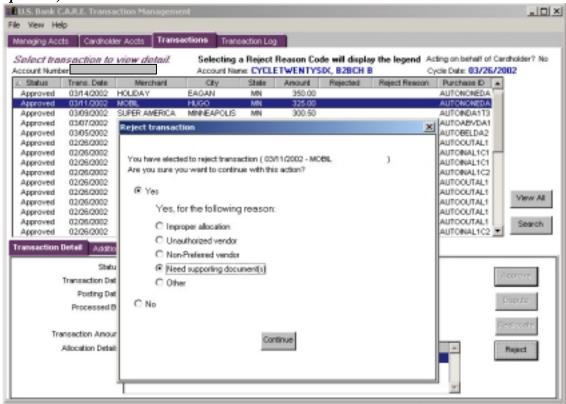**DATE:** Tuesday, April 23, 2002

New Transaction Management Functionality

On April 15, 2002 new Transaction Management enhancements were implemented into the C.A.R.E. system. The new functionality enables A/OPC's to define and view reject reasons within Transaction Management. The following screen shots provide a detail explanation of the new enhancements that have been made.
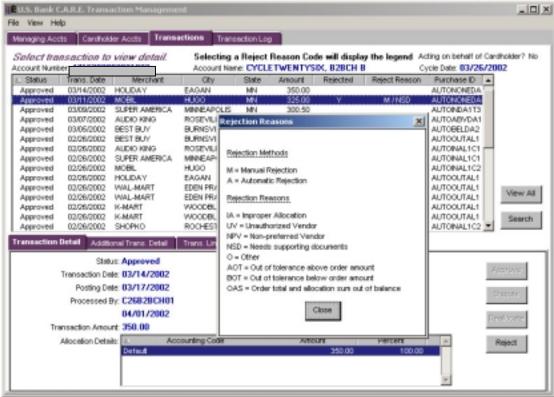
In C.A.R.E. TM, there will be a Rejected column and Reject Reason column.
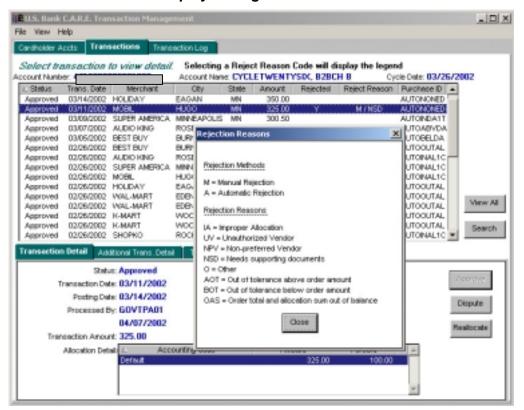
If an A/OPC chooses to reject a transaction, they will now have the option of choosing a reject reason (need to confirm rejection by selecting* Yes *and clicking Continue; choosing a reason is optional).

When a transaction is rejected, a "Y" is placed in the Rejected column, and a reason code is placed in the Reject Reason column. Clicking on the reject reason code displays a legend explaining the codes.

From the Cardholder perspective, they will also be able to view the reject reason codes and click on the codes to display the legend.

Need Help?

For assistance with C.A.R.E., 24 hours a day, 7 days a week, call 800-254-9885.
Outside the U.S., call us collect at 612-973-5735.

These numbers are for the A/OPCs only. As usual, if your cardholders or billing officials need assistance, they should call the regular customer service number at 888-994-6722.

Feedback?

If you have comments or suggestions about C.A.R.E. that could be answered in a future issue of C.A.R.E. Update, please e-mail us at care.government@usbank.com.